

NETWORK ADMINISTRATOR

Harrisburg, the capital city of the Commonwealth of Pennsylvania, seeks a highly motivated individual to fulfill the responsibilities of Network Administrator. Under general direction, this position designs, supports, maintains and evaluates computer networking and telecommunication systems; installs, configures and maintains/supports both physical and virtual servers; installs, configures and maintains CISCO routers, switches, firewalls and VPN clients; maintains access to City's network and e-mail accounts; performs other related duties as assigned. Supervisor to the Help Desk/PC Specialist position. Work is performed under the general direction of the Director of the Bureau of Information Technology. This is a management, FLSA-exempt position.

Applicants must possess any combination of education and training equivalent to possession of an associate degree in computer science or other related areas; such education should be at a level which demonstrates the ability to perform duties comparable to those listed herein. Possession of a Network Administration Certificate is preferred. Five to seven years experience in all areas of local and wide area networks management and administration including system configuration, setup, troubleshooting, planning, designing, implementation and user support; experience installing and supporting Microsoft 2003 through 2012 server technologies; experience installing and supporting virtual servers in a VMware environment; experience installing and supporting CISCO switches, routers and firewalls; experience supporting telecommunications. Candidate must possess a valid PA driver's license, Class C, or equivalent.

The annual salary range is \$50,000 to \$65,000 (commensurate with experience and qualifications), plus an excellent benefits package.

The City intends to fill this position as soon as possible. It will remain open until filled. If interested, please submit a cover letter, your resume, three employment references and salary history, without delay, to:

City of Harrisburg, Bureau of Human Resources
The Rev. Dr. Martin Luther King, Jr. City Government Center
10 N. 2nd Street, Harrisburg, PA 17101
Phone: (717) 255-6475
Email: HR@cityofhbg.com **(electronic submission preferred)**

The City of Harrisburg is an Equal Opportunity Employer.
Eric Papenfuse, Mayor
www.harrisburgpa.gov

JOB TITLE**GRADE: M-16****Network Administrator
Department of Administration – Bureau of Information Technology****DEFINITION**

This position designs, supports, maintains and evaluates computer networking and telecommunication systems; installs, configures and maintains/supports both physical and virtual servers; installs, configures and maintains CISCO routers, switches, firewalls and VPN clients; maintains access to City's network and e-mail accounts; performs other related duties as assigned. Supervisor to the Help Desk/PC Specialist position. Work is performed under the general direction of the Director of the Bureau of Information Technology. This is a management, FLSA-exempt position.

EQUIPMENT/JOB LOCATION

Work is performed at the Martin Luther King, Jr., City Government Center and in outside agencies and facilities that are connected via local area network (LAN) and wide area network (WAN). Duties are typically performed weekdays from 7:30 a.m. to 4:00 p.m. or 8:30 a.m. to 5:00 p.m.; with the ability and willingness to work before or after normal business hours, when required.

ESSENTIAL FUNCTIONS

Network Administration/Server Support: Oversees the day-to-day operation of computer networks including hardware/software support, and special projects; plans, designs and implements data connectivity for LAN and WAN systems; assists in coordinating special projects including LAN/WAN hardware/software purchases and system installation, backup, maintenance and problem solving; assists in providing network and remote connectivity hardware/software support; maintains LAN user documentation including hardware/software applications, support logs and other related information; researches and recommends network and server hardware and software; assists in installing, designing, configuring and maintaining system hardware and software; monitors usage to ensure security of data and access privileges; installs, supports and maintains both physical and virtual network servers and appliances; establishes and maintains user accounts, profiles, file sharing, access privileges and security; performs daily server tape backups; researches, analyzes, monitors, troubleshoots and resolves server or data network problems; researches and evaluates new technologies related to computer networking; assists in planning, coordinating and consulting with vendors and department heads/bureau chiefs for hardware/software purchases, product services and support; recommends and specifies the purchase of related products and services; keeps current regarding new hardware/software products for system enhancements; assists and provides support to the WAN/LAN and other technology staff as requested including performing scheduled network tasks, updating anti-virus definition files, monitoring network servers and providing internet and intranet user support.

JOB TITLE**GRADE: M-16****Network Administrator****Department of Administration – Bureau of Information Technology****ESSENTIAL FUNCTIONS (CONT.)**

E-mail/Internet/ Systems Support: Establishes and maintains user e-mail accounts; provides e-mail software support; manages anti-spam and anti-virus appliance; researches and troubleshoots e-mail problems by reviewing mail logs, records, and network configurations.

Telecommunications Support: Coordinates the ordering and installation of telecommunications and data systems equipment and cabling; researches, analyzes, troubleshoots and resolves telecommunications related problems; creates and/or modifies voicemail and call features; inventories telecommunications equipment.

Maintains regular, punctual and predictable attendance. Reports to work and remains at work in a productive condition which includes not being under the influence or impaired by the use of alcohol and/or drugs. Establishes and maintains an effective working relationship with co-workers and the general public. Completes all assignments in an efficient, consistent and timely manner.

NON-ESSENTIAL FUNCTIONS

Performs all other duties as assigned.

REQUIRED KNOWLEDGE AND ABILITIES

- Working knowledge of local and wide area networks (LAN/WAN), Internet, e-mail systems, telecommunications and data communications; standard operating systems (Windows 7), software packages and software utilities;
- Ability to plan, design and maintain data networks and servers;
- Provide technical support to users;
- Administer day-to-day operation of networks and servers;
- Implement LAN/WAN maintenance and management procedures;
- Communicate effectively in both oral and written form;
- Explain technical concepts in non-technical terms to staff;
- Read, interpret and apply technical instructions;
- Prepare clear and concise written communications;
- Research technical manuals and guides to respond to user questions;
- Prioritize requests, organize, schedule and coordinate a variety of activities and projects;
- Ability to learn new software and hardware packages;
- Adapt to changes in technology;
- Work independently and as a team member;
- Establish and maintain cooperative working relationships with all those contacted during the course of work.

JOB TITLE**GRADE: M-16****Network Administrator****Department of Administration – Bureau of Information Technology****QUALIFICATIONS**

Any combination of education and training equivalent to possession of an associate degree in computer science or other related areas; such education should be at a level which demonstrates the ability to perform duties comparable to those listed herein. Possession of a Network Administration Certificate is preferred. Five to seven years of experience in all areas of local and wide area networks management and administration including system configuration, setup, troubleshooting, planning, designing, implementation and user support; experience installing and supporting Microsoft 2003 and 2012 server technologies; experience installing and supporting virtual servers in a VMware environment; experience installing and supporting CISCO switches, routers and firewalls; experience supporting telecommunications. Possession of valid PA driver's license, Class C, or equivalent required.